



Memorandum

To: Tom Johnston, Purchasing Manager

From: Angela Lunsford, Records Coordinator

CC: Jenny Page, City Secretary
Ron K. Patterson, Assistant City Manager

Date: 05/12/2010

Re: Enterprise Discovery of Electronic Records

Action Requested: Staff recommends acceptance of proposal from Mimosa Systems in response to City of Frisco Bid# 1010-006 for implementation of Enterprise Discovery of Electronic Records Software for the City of Frisco. We respectfully request this item be placed for consideration on the upcoming May18th, 2010 City Council Agenda.

Background Information: The intended purpose of the Enterprise Discovery project is to streamline our production and review of Electronic Records including email in response to Subpoenas, Open Records Requests or Legal Inquiries of Records to protect the City of Frisco against risks associated with the legal process and ensure timeliness and credibility of release of records.

The project will also impact a variety of business processes related to Open Records Requests and the delivery of records including: replacement of manual/redundant data search procedures with an automated indexing system, improve effectiveness and efficiency of review of responsive records, as well as improve customer service allowing prompt response to records requests. In turn, this data will be reviewed for total quality management purposes. The current process utilized by the department is described below as well as the proposed process associated with this request.

Current Process: Regulations from Federal and Texas Courts of Law and The Texas Public Information Act are very detailed regarding the handling and timing of responding to Subpoenas or Records Requests and release of certain information. Current process is very cumbersome and manual and does not

allow the time to review and process the information properly which could result in the requirement of release of information accordingly or confidential information that should be withheld. In addition, these current processes require a great deal of man-hours for review and processing of the responsive information and allows for the opportunity to miss deadlines and/or production of records as required by the law thus placing the City of Frisco legally at risk.

Proposed Future Process: A standardized system throughout the organization will provide a tool for searching, maintenance and process of responsive electronic records, and the removal of duplication and transitory records throughout the organization. Ability to apply legal holds and retention according to the adopted schedules will prevent loss of records.

The system will work in coordination with current SIRE and email archiving systems and in accordance with adopted policy and training on Records Management.